GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:4282
ANSWERED ON:24.08.2005
INSTRUCTIONS BY TRAI ON REFUND OF FEES
Mandal Shri Sanat Kumar

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the TRAI has asked the phone companies to ensure that fees are refunded within 60 days of surrender of phones;

(b) if so, the details thereof alongwith other instructions recently issued by the TRAI to the telephone companies;

(c) the number of landline telephone connections of the BSNL/the MTNL surrendered during the last three years, year-wise;

(d) the number of cases in which refund of fees has been made so far; and

(e) the reasons for delay in the rest of the cases?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b): Yes, Sir. TRAI (Telecom Regulatory Authority of India) vide memo No. 301-30/2003-TRAI- Econ dated 1st Sept, 2003 has directed Telecom Operators to refund security deposit within 60 days after disconnection of telephone. The service provider has also to pay interest at the rate of 10% per annum for any delay in making refund within the stipulated period. TRAI vide No. 303-1/2004-Eco dated 8th July, 2005 has also directed all Telecom Access Providers to strictly follow the guidelines dated 1st Sept, 2003.

(c) to (e): The information is being collected and will be laid on the Table of the House.